

### FSA Privacy Act and Email Interview Responses

System Name	Business Process/ SSO	Does the system send PA info over email?	Email Transfer Protocol	Type of data transmitted	Method used to request information	Verification methods	Confidentiality statements used on outgoing emails containing PA data?	Additional email protection	Response when borrower asks for information to be sent by email	Response when school asks for information to be sent by email	Response when other group asks for information to be sent by email
NSLDS	/Lynn Alexander	No			Phone calls emails				Users are referred to FSAIC (1-800-4FEDAID), no email is sent	N/A	N/A
DRAP	/Dan Klock	Yes			Phone calls emails Fax Other electronic transmission (using a FSA or other provided software product) written- hard copy					Send over protected network or through email	

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DMCS	Debt Collections/ Gary Hopkins	Yes		Name Loan amount Address Phone	Phone calls Emails	None	None from FSA Collection Agency has statement	None	Most frequently do a phone call back Email reply w/ same message contained PIC (Contractors) send email message w/ no PA data included Send letter back	Most frequently do a phone call back Email reply w/ same message contained Send letter back	N/A

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OCTS	Ombudsman Tracking Service/ Debra Wiley	No, only in 1st email to external agencies	Case specialist's email account	Case Number only (majority of the time) Name DOB last 4 digits of SSN	Online through website Email	Call back for more information	Yes	Staff sign a confidentiality statement. Confidential information is shared only between the office and agencies necessary to resolution of the problem.	If customer requests e-mail contact, the e-mail is generated through OCTS or the case specialist's e-mail account. Only the customer's case number is referenced in the e-mail correspondence.		Only the name and either DOB or last 4-digits of Social Security Number is sent via e-mail in the initial contact to alert the agency to a case. Subsequent e-mails reference the Ombudsman Case Number.

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DLCS	Debt Consolidation s/ Bill Burns	No			Telephone call using the 1-800-4-fed-aid fax send email using the website www.loanconsolidation.ed.gov.	For borrowers, schools, and other outside groups, they send a letter using USPS or telephone call, address number listed on application.			All correspondence between borrowers and loan holders is made by U.S. Postal Service, or telephone contact using the phone number of record. Email is not used to communicate with borrowers or loan holders.	All correspondence between borrowers and loan holders is made by U.S. Postal Service, or telephone contact using the phone number of record. Email is not used to communicate with borrowers or loan holders.	All correspondence between borrowers and loan holders is made by U.S. Postal Service, or telephone contact using the phone number of record. Email is not used to communicate with borrowers or loan holders.
COD	Combo of Pell and Loan Origination/ Don Dorsey	No			Call Customer Service Email			Within FSA, password protected emails are used for PA emails.	Contact over the phone Send out letters No email sent out	No PA information is sent to schools.	No PA information is sent to other groups.
LO	Loan Origination/ Don Dorsey	No			Call Customer Service Email			Within FSA, password protected emails are used for PA emails.	Contact over the phone Send out letters No email sent out	No PA information is sent to schools.	No PA information is sent to other groups.

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CPS	/ Jacqueline Strickland	No			PIC (Public Inquiry Contract) Letters Email				Students are provided with an encrypted link with a PIN to get data.		